



15th Medical Group

- Patient Rights -

- **Patients have the right to medical and dental care** and treatment consistent with available resources and accepted standards in a safe and secure environment.
- **Patients have the right to timely, considerate, and respectful care** from all members of the Military Treatment Facility (MTF) at all times and under all circumstances in an environment of mutual respect, free from discrimination, and respect for patient's personal beliefs and values.
- **Patients have the right to communicate with health care providers** in confidence and privacy to have the confidentiality of the individually identifiable health care information protected, and to review their own medical records in accordance with standard release of information requirements.
- **Patients have the right to an explanation** concerning diagnosis, treatments, and prognosis of illness in non-medical terms the patient can understand, in order to make knowledgeable decisions on treatment. In addition, patients have the right to refuse treatment to the extent permitted by law and government regulations, and to be informed of the consequences of refusal.
- **Patients have the right to ask questions** and receive timely answers to those questions.
- **Patients have the right to know at all times** the identity, professional status, and credentials of health care personnel, as well as the names of health care providers responsible for their care. In addition, patients have the right to review a provider directory maintained in the Beneficiary Counseling and Assistance Coordinator (BCAC) office located in the Tricare hallway to assist with understanding your provider's education, training, and selecting a Primary Care Manager when allowed.
- **Patients have the right to respectful and responsive medical care** within the clinic's scope of care.
- **Patients have the right to expect effective pain management** from a concerned staff committed to pain prevention and management and who respond quickly to reports of pain.
- **Patients have the right to a fair and efficient process** for resolving differences with their health care providers, the MTF, or the TRICARE contractor. When unable to resolve differences at the provider level, patients have the right to discuss complaints with the MTF's Patient Advocate.
- **Patients have the right to accurate information** from the BCAC about the TRICARE program to include covered health benefits and health plan options and the right to choose from a choice of health care providers, either within TRICARE Prime network or the MTF.
- **Patients have the right to a fair and efficient process to appeal** medical necessity decisions by the MTF or by TRICARE that includes both internal review and independent external review.
- **Patients have the right to receive emergency care without preauthorization** when accurate symptoms are so severe that a "sensible layperson" would want emergency care to prevent serious harm or death.
- **For more information on your patient's rights and responsibilities, please visit the MTF's Patient Advocate's office.** DoD Instruction 6000.14, Patient Bill of Rights and Responsibilities in the Military Health System, September 5, 2007, completely explains your rights and responsibilities and is available for review from the MTF's Patient Advocate.